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BEFORE THE ARIZONA CORPORATION COMMISSION

KRISTIN K. MAYES

Chairman

GARY PIERCE

Commissioner

PAUL NEWMAN

Commissioner

SANDRA D. KENNEDY

Commissioner

BOB STUMP

Commissioner

Arizona Corporation Commission
DOCKETED

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IN THE MATTER OF THE APPLICATION
OF COMMUNITY INFORMATION &
REFERRAL FOR DESIGNATION AS THE
2-1-1 SERVICE PROVIDER AND LEAD
ENTITY IN THE STATE OF ARIZONA
FOR 24/7 INFORMATION AND
REFERRAL ACCESS TO HEALTH AND
HUMAN SERVICES

DOCKET NO. T-00000A-10-0017

DECISION NO. 71823ORDER

Open Meeting
July 27 and 28, 2010
Phoenix, Arizona

BY THE COMMISSION:

FINDINGS OF FACT

1. On January 19, 2010, Utilities Division's Staff opened this docket at the directive of the Arizona Corporation Commission ("Commission") in order to treat a letter from Community Information & Referral ("CIR") as an Application by CIR for designation as "the 2-1-1 Service Provider and Lead Entity" in the State of Arizona for 24/7 information and referral access to health and human services.

2. In the Application, CIR requests that the Commission establish by order that CIR is the 2-1-1 Service Provider and Lead Entity in the State of Arizona for 24/7 information and referral access to health and human services. According to the Application, Arizona needs the three-digit number 2-1-1 to help people in need access health and human services quickly. Arizona is one of three (3) states without a 2-1-1 call dialing designate to access the information and referral system for needed health and human service resources.

3. N-1-1 codes or abbreviated dialing codes are three-digit dialing codes (e.g. 2-1-1 or 5-1-1) that enable the caller to connect to a subscriber that otherwise would be accessible only via a seven or ten-digit telephone number. The first digit of a N-1-1 code can be any digit other than 1 or 0. The network must be pre-programmed in order for the three-digit code to be translated into the appropriate seven or ten-digit phone number and the call routed accordingly. There are only eight possible N-1-1 codes, namely:

- 211 - Community Information and Referral Services
- 311 - Non-emergency police and other Government Services
- 411 - Directory Assistance
- 511 - Traveler Information Services
- 611 - LEC repair and business offices
- 711 - Telecommunications Relay Services
- 811 - Blue Stake
- 911 - Emergency Services

4. On July 21, 2000, the Federal Communications Commission ("FCC"), in its Third Report and Order and Order on Reconsideration ("FCC 00-256") assigned the abbreviated dialing code 2-1-1 for access to community information and referral services and assigned the abbreviated dialing code 5-1-1 for traveler information services. According to FCC 00-256, "[i]ndividuals facing serious threats to life, health, and mental well being have urgent and critical human needs that are not addressed by dialing 9-1-1 for emergency assistance or 3-1-1 for non-emergency police assistance...a public need exists for an easy to use, easy to remember N-1-1 code to efficiently bring community information and referral services to those who need them, providing a national safety network for persons to get access readily to assistance." By reserving "2-1-1" for community information and referral services, individuals will have a single number (2-1-1 in all geographic locations nationwide) to dial in order to be directed to the appropriate agency to meet their needs. Only community information and referral service providers are authorized to use and subscribe to 2-1-1 service.

5. The FCC directed that, when a provider of telecommunications services receives a request from an entity (e.g., CIR) to use 2-1-1 for access to community information and referral services, the telecommunications provider must: (1) ensure that any entities that were using 2-1-1

1 at the local level, prior to the effective date of the Order assigning 2-1-1 to community and
2 information referral services, relinquish use of the code for non-compliant services, and (2) take
3 any steps necessary (such as reprogramming switch software) to complete 2-1-1 calls from its
4 subscribers to the requesting entity in its service area. The FCC expects community service
5 organizations to work cooperatively to ensure the greatest public use of this scarce resource.

6 6. In Decision No. 64086, dated October 4, 2001, the Commission approved Qwest
7 Corporation's ("Qwest") tariff for 7-1-1 service, with the non-recurring and recurring charges set
8 at zero; and in Decision No. 65047, dated July 24, 2002, the Commission approved Qwest's tariff
9 for N-1-1 services (2-1-1, 3-1-1 and 5-1-1), with the non-recurring and recurring rates set at
10 Qwest's filed Total Service Long-Run Incremental Cost. The 2-1-1 tariff provides the subscriber
11 (e.g. an association of social service agencies) with the ability to have calls to 2-1-1 routed to a
12 location based on the location of the caller. In this example, the association of social service
13 agencies would be the subscriber who is responsible for the actual implementation of the referral
14 service and for the payment of Qwest charges for the services. Current one-time charges for 2-1-1
15 Service are \$162.41 per number to which 2-1-1 calls are routed and \$18.17 for each central office
16 switch translation (programming to turn the 2-1-1 into a real seven or ten -digit telephone number).
17 In addition, a per call charge of \$0.0012 applies. Qwest is responsible for the routing of "2-1-1"
18 calls to the appropriate seven or ten -digit number based on the parameters provided by the
19 subscriber. As stated above, the subscriber will be responsible for the payment of these charges
20 with funds provided by the subscriber. There is no charge to an end user for a call to 2-1-1.

21 7. In 2004, Governor Janet Napolitano issued Executive Order 2004-03 to create a
22 decentralized system of 2-1-1 call centers within the State. The Executive Order established the
23 Governor's Council on 2-1-1 and the Governor's 2-1-1 Community Advisory Committee. The
24 Governor's Council was comprised of nine members which included the Directors of various state
25 governmental agencies. The Governor's Advisory Committee on 2-1-1 was comprised of ten
26 members from various cities, nonprofit entities, county government, and rural and tribal
27 representation as well. CIR participated in this effort. However, the Arizona 2-1-1 Program was
28 apparently defunded and shut down as of January 2009. Nonetheless, CIR commits to work with

1 the 2-1-1 Council and 2-1-1 Committee in the event they are reestablished or receive new funding
2 at some point in the future, to address any concerns or issues that may arise in the provision of
3 2-1-1 service in the State of Arizona.

4 8. Based on the information provided in this docket (including the numerous
5 comments filed in the docket in support of CIR) and from Staff' review of other available material
6 regarding 2-1-1 information and referral service, Staff concludes that public interest would be
7 served by designating CIR as "the 2-1-1 Service Provider and Lead Entity" in the State of Arizona
8 for 24/7 information and referral access to health and human services. CIR provides information
9 and referral services statewide and has already subscribed to 2-1-1 in all Qwest territory within the
10 State. Designating CIR as the 2-1-1 Service Provider, would efficiently bring community
11 information and referral services to those who need them, providing a network for people to get
12 access readily to assistance by dialing 2-1-1. 2-1-1 is to health and human services as 9-1-1 is to
13 life/death emergency service. Designating CIR as the Lead Entity in Arizona, would enable CIR
14 qualify for federal funding under the "Call for Act of 2009".

15 9. Therefore, Staff recommends that the Commission designate CIR as "the 2-1-1
16 Service Provider and Lead Entity" in the State of Arizona for 24/7 information and referral access
17 to health and human services.

18 10. Staff also recommends that to provide 2-1-1 access to end users in an Independent
19 Local Exchange Companies ("ILEC") territory or to a Competitive Local Exchange Companies
20 ("CLEC") end user, CIR be required to make appropriate arrangements with the ILEC or CLEC
21 serving that territory.

22 11. Staff further recommends that CIR be required to provide 2-1-1 information and
23 referral service at no charge to end users.

24 12. Staff further recommends that CIR, as the 2-1-1 lead entity for the State of Arizona,
25 be required to file in docket control, a copy of all the reports that are required by the federal
26 government (pertaining to the lead entity designation) on the program(s) funded by the federal
27 government, not later than 60 days after the end of each fiscal year.
28

14. Finally, Staff recommends that CIR be encouraged to work with the 2-1-1 Council and 2-1-1 Committee established in Executive Order 2004-03, in the event they are reestablished or receive new funding at some point in the future, to address any concerns or issues that may arise in the provision of 2-1-1 services in the State of Arizona.

1. The Commission has jurisdiction over the subject matter of this Application.

ORDER

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1 IT IS FURTHER ORDERED that Community Information & Referral shall comply with
2 the Staff recommendations set forth in Findings of Fact Nos. 9, 10, 11, 12, 13 and 14.

3 IT IS FURTHER ORDERED that this Decision shall become effective immediately.

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5 **BY THE ORDER OF THE ARIZONA CORPORATION COMMISSION**

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7 CHAIRMAN

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9 COMMISSIONER

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11 COMMISSIONER

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13 COMMISSIONER

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15 COMMISSIONER

16 IN WITNESS WHEREOF, I, ERNEST G. JOHNSON,
17 Executive Director of the Arizona Corporation Commission,
18 have hereunto, set my hand and caused the official seal of
19 this Commission to be affixed at the Capitol, in the City of
20 Phoenix, this 10th day of August, 2010.

21 
22 ERNEST G. JOHNSON
23 EXECUTIVE DIRECTOR

24 DISSENT: _____

25 DISSENT: _____

26 SMO:BNC:lhmm\MAS

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